



welcome  
جی آیان نوں  
स्वागत  
ગુજરાતી  
বাংলা লিপি  
خوش آمدید

# ANNUAL REPORT 2019/20

# CALENDAR 2021



Unity, Commitment and Caring  
During Challenging Times



# CHAIRPERSON'S REPORT

In my third term as Chair, once again I am pleased to report that due to increased collaboration with Bristol City, South Gloucestershire Councils and other voluntary and community partners, we have been able to provide practical support to over 700 South Asian people, through homecare, day-care, advocacy, advice and information services that promote health and well-being, independence, as well as build on their resilience.

Our Annual Report for 2019/20 is significantly important for Dhek Bhal. Our dedicated staff have delivered more than 7500 home visits to our service users (31,044 hours). The high level of client satisfaction we have consistently achieved is a tribute to the commitment of our staff. We are proud of our performance in regard to safety and quality of care, delivered within our budget constraints. Delivering this combination of consistently safe, high quality care and achieving challenging financial targets are a huge accomplishment for the charity in this current climate. Credit goes to our consultant Ikram Haq for his expertise in managing our finances.

The outbreak of the Covid 19 pandemic forced us to review our modus operandi in supporting our service users. We had to reduce our services and change the way we delivered them. During these extremely difficult and challenging periods, we did not lose sight of our primary focus - supporting the most vulnerable and high priority service users. We provided assurance and allayed the fears of those living alone and extremely fearful of succumbing to the virus. Despite all these daunting challenges, I am proud to report that Dhek Bhal has had a successful year.

Our staff under the leadership of our CEO Zehra Haq will continue to provide emotional welfare checks and support for the lonely and isolated, including practical information, translating all the government guidelines around Covid -19 in their respective languages

and offering advice to the older people in need of culturally specific services. Zehra's drive and vision for the organisation and for the people who use our services, is at the heart of our strong and focused leadership.

I would like to thank all our staff and volunteers for their passion in supporting, contributing and advocating for many of our older people struggling to have their needs met. Their commitment and expertise through the year are greatly appreciated.

I am pleased to welcome our new Trustee Naveed Faqeer who comes from a banking background and is determined to render support in governance, alongside my fellow trustees. A big thank you to them for their ongoing contribution and commitment.

My gratitude to those who support us financially, value our existence, campaign with us for the diverse needs of our communities, volunteer with us or work alongside us. Your support and dedication - deeply appreciated and valued - are absolutely vital for our success, especially in these unprecedented times.



Finally, being the Chair of Dhek Bhal has been a most fulfilling role. I feel privileged to be part of the organisation and hope to continue to offer my services.

Thank you.

**TARIQ KHAN**

# CEO'S REPORT



Thank you to everyone for their contribution in executing another successful year. In 2019/20, our partner speakers from the NHS, Social Care, Fire Services, Voluntary Bodies and Health Researchers successfully engaged with our older people who shared their experience and difficulties in availing appropriate services at the right time. Consequently, these organisations have committed to reinvest in early preventative services, which would hopefully see the elderly and their families receive timely health and care support with a focus on individual needs. This strategy of listening and responding to the needs of our communities is in line with our organisational values. Our journey to make it to where we are today has been possible because of the respect and confidence vested in us by our community. This is evident by the difference we have made to the lives of our elderly both in Bristol and South Gloucestershire.

Due to our success in raising the profile of the disadvantaged South Asian elderly and the issues confronting them, we have been assisting and guiding partner organisations to shape their provision of health care and information to make it more accessible and inclusive to the community we serve, especially those who face language barriers. This collaboration has resulted in a number of exciting initiatives to enhance the quality of life and break down barriers between services. I am pleased to report further that on the basis of our vast experience in the field of social care, we are increasingly being heard and recognised as equal partners with our funders.

With the rise in the aging population, many elderlies struggle each day to perform the most basic tasks unaided - getting out of bed, washing and dressing as well as managing their medication safely. The epic problem of loneliness negatively impacts their well-being. Hence, it is vital that we reach out to those who need our services and respond effectively and timely. During our consultation and review meetings,

we learned that people prefer to be supported in their own homes with culturally appropriate support and remain in the community even towards the end of their lives. This is clearly evident in the increasing hours we provide within our Dom care services.

The Covid-19 pandemic presented unprecedented challenges. In March 2020, our daycentre was shut down due to the rapid spread of the Covid-19. Panic and fear was widespread amongst our elderly service users. However, staff continued to operate from home in supporting the elderly by conducting weekly welfare telephone call/video checks to stay connected and ensuring their safety. We checked if they had enough food supply, medication and other essential needs, and conveyed government guidelines in their respective languages. We negotiated with social services to put temporary services in place for those unable to prepare meals and/or prone to neglect, and we arranged with our partners to drop food bags and pick up repeat medication/prescription. We invested in adequate supplies of safety wear and other PPE for our staff and service users in spite of national shortage. All these measures contributed in allaying their fears and anxiety.

Working from home presented a new set of challenges, particularly in monitoring staff to ensure they were performing. We put in place Standard Operating Procedures (SOP). I have to applaud the services rendered by our staff team especially the care workers for their outstanding contribution, loyalty and commitment during these difficult challenging times. They have outshone themselves during this tough Covid-19 period. A big round of applause for them.

I would like to thank my staff and volunteers for their dedication, passion and commitment to Dhek Bhal's success, our partners for their ongoing support, the Chairperson Tariq Khan for his enormous contribution and commitment - 8 years as Board Member and 3 years as Chair, the Trustees for their valuable time and contribution in taking Dhek Bhal's vision forward.

I conclude with a tinge of sadness as we bid farewell to Parveen Akhter who will be retiring in March 2021. On behalf of colleagues, service users and our partners, we wish Parveen the very best in her retirement. Parveen has been a valuable member of the team, earning considerable respect from everyone she has worked with. She will be dearly missed.

Looking to the Future, we are always keen to further engage with our external partners or people from our community – anyone who shares Dhek Bhal's vision. We will continue to strive towards excellence - our stated goal - in serving our community. We hope to continue to work as a strong and dedicated team in devising new strategies to confront the challenges posed by the pandemic and other unforeseen issues.

**ZEHRA HAQ**





## CELEBRATING STAFF *Making a Difference*

**OFFICE STAFF:** *The backbone of Dhek Bhal*

**Chief Executive** – Zehra Haq

**Administration / Personnel Manager** – Naheed Kausar

**Domiciliary Care and Sitting Services Manager** – Parveen Akhtar

**Daycentre Manager** – Shela Ajaz

**Senior Finance Officer** – Mudassar Siddique

**Finance Officer** – Shakeel Anjum

**BME Project Health and Wellbeing Co-ordinator** – Laura Hamilton

**Projects Worker** – Sahdia Hussain

**Administration Assistants** – Rehana Lodhi and Nelema Miah

**Consultant** - Mohammad Ikram-ul Haq



# TEAMWORK



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				New Year's Day 1	2	3
4	5	† Epiphany 6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

# JANUARY

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.

## DOMICILIARY CARE WORKERS

Abdul Raheem  
Abida Matloob  
Amreen Bi  
Asma Ajaz  
Fahmeeda Ahmed  
Farzana A Sahi  
Fatima Laaroussi  
Haleema Saadia  
Harcharn Kasbia  
Harvinder Singh

Jackie R Chowdhury  
Jamila I Butt  
Jumera K Chowdhury  
Kuldeep Kaur  
Mahmooda Arshad  
Maureen Doran  
Muhammad Arif  
Najma Parveen  
Naseem Firdous  
Nasim Unar

Nazmin Begum  
Parveen Akbar  
Rana Begum  
Rizwana Akhlaq  
Rowshon Ara Begum  
Rukhsana Kauser  
Saeeda S Bano  
Samreen Zafar  
Satnam Kaur Roud  
Shafreen Riaz



CELEBRATING STAFF  
Making a Difference



# TEAMWORK

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
 Nirvana Day 8	9	10	11	Chinese New Year 12	13	 St Valentine's Day 14
15	 Shrove Tuesday 16	 Ash Wednesday Start of Lent 17	18	19	20	21
22	23	24	25	26	27	28

# FEBRUARY

DHEK BHAL WORKS AND CAMPAIGNS  
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TO PROMOTE THEIR HEALTH AND SOCIAL  
WELLBEING IN BRISTOL AND SOUTH  
GLOUCESTERSHIRE.



# CELEBRATING STAFF

*Making a Difference*



*Daycentre cooks*

## DOMICILIARY CARE WORKERS CONT.

Shahina K Hamid  
Shanaz Mohammed  
Sidra Ahmad  
Sobia Shaffi  
Sultana Kousar  
Sumesh Kumar  
Uzma Khawaja  
Varsha Jaishim

## OTHER STAFF

Farhana Yasmin  
Farzana Kausar  
Fozia Noreen  
Gulnar Rafique  
Khalda Bi  
Munir Din  
Naseem Akhtar  
Seima Rafique  
Shazia Noreen  
Zahida Hanif  
**Volunteer Driver** - Doug Ellis

# TEAMWORK





Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	 Start of Nineteen Day Fast 2	3	4	5	6	7
8	9	10	 Lailat al Miraj 11	12	13	Mothering Sunday 14
15	16	 St Patrick's Day 17	18	19	20	 Naw-Ruz 21
22	23	24	25	26	27	 Lailat al Bara'ah Start of Daylight Saving 28
 Hola Mohalla  Holi 29	30	31				

# MARCH

DHEK BHAL WORKS AND CAMPAIGNS  
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GLOUCESTERSHIRE.

# SITTING SERVICE



*Undertaking a  
service review*

*A sitter with  
service users*



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			† Maundy Thursday 1	† Good Friday Public Holiday 2	3	† Easter Sunday 4
† Easter Monday Public Holiday 5	6	7	8	9	10	11
12	ॐ Hindu New Year ☾ Start of Ramadan 13	☪ Vaisakhi ॐ 14	15	☼ First Day of Ridvan 16	17	18
19	20	21	22	† St George's Day 23	24	25
26	27	28	29	30		

# APRIL

DHEK BHAL WORKS AND CAMPAIGNS  
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GLOUCESTERSHIRE.

# MEN'S GROUP

Day care for elderly men meets  
every Wednesday from 10:30 - 2:30





Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
May Day Bank Holiday 3	4	5	6	7	 Lailat Al Qadr 8	9
10	11	12	13	 Eid Al Fitr 14	15	16
17	18	19	20	21	22	 Declaration of Bab 23
24	25	26	27	28	 Ascension of Baha'u'llah 29	30
Spring Bank Holiday 31						

# May

DHEK BHAL WORKS AND CAMPAIGNS  
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GLOUCESTERSHIRE.

# WOMEN'S GROUP

*Day Care for Elderly Women meets twice weekly on Mondays and Tuesdays 10:30 - 3:30*



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	 Martrydom of Guru Arjan Dev	16	17	18	19
21	22	23	24	25	26	27
28	29	30				

# JUNE

DHEK BHAL WORKS AND CAMPAIGNS  
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GLOUCESTERSHIRE.



**Dhek Bhal**



**AGM**

By Invitation Only





Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5	6	7	8 Martyrdom of the Bab	9	10	11
12	13	14	15	16	17 First Day of Hajj	18
19 Waqf Al Arafah Hajj Day	20 Eid Al Adha	21	22	23	24	25
26	27	28	29	30	31	

# July

DHEK BHAL WORKS AND CAMPAIGNS  
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GLOUCESTERSHIRE.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2	3	4	5	6	7	8
 Hijra New Year 9	 Start of Muharram 10	11	12	13	14	15
16	17	 Ashura 18	19	20	21	 Raksha Bandhan 22
23	24	25	26	27	28	29
Summer Bank Holiday 30	31					

# August

DHEK BHAL WORKS AND CAMPAIGNS  
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GLOUCESTERSHIRE.

# DOMICILIARY CARE

Care workers at work



Staff motivation

\*

Welfare of service users

\*

Flexible working  
arrangements

\*

Retaining jobs and wages

Our Domiciliary Care Service provides  
practical personal and domestic support in  
the home.





Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	 End of Muharram         7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

# SEPTEMBER

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.

# CARERS

Dheek Bhal's unsung heros  
caring for family members



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						
				1	2	3
4	5	6	 Navaratri Starts	8	9	10
11	12	13	14	15	16	17
 Milad Un Nabi (Birthday of Prophet Muhammad)	19	 Birth of Bab	21	22	23	24
25	26	27	28	29	30	End of Daylight Saving Hallowe'en

# OCTOBER

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GLOUCESTERSHIRE.

# THANK YOU

## OUR TRUSTEES:

Tariq Khan— Chairperson  
Shamim Sajid - Treasurer  
Khateej Bibi - Secretary  
Maqsuda Salam- Womens Project Rep.  
Shamim Sulaiman - Womens Project Rep.  
Mohammed Younas Ghauri - Mens Project Rep.  
Mahinder Singh - Mens Project Rep.  
Shakila Mahmood - Sitting/ Carers/ Dom Care Rep.  
Jatinder Kaur – Independent  
Dr Mishell Sajid - Independent  
Shazia Yunus - Independent  
Naveed Faqir - independent  
Consultant - Mohammad Ikram-ul Haq

## OUR FUNDERS AND SUPPORT ORGANISATIONS:

John James Bristol Foundation  
Bristol City Council Voluntary  
Charity Sector Funding  
Bristol City Council BIF Grant  
Bristol City Council - Commissioning  
South Gloucestershire Council - Commissioning  
Oasis Talking Therapies





Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
 All Saints Day <b>1</b>	<b>2</b>	<b>3</b>	 Diwali <b>4</b>	Guy Fawkes Day <b>5</b>	<b>6</b>	<b>7</b>
Remembrance Sunday <b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>
<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	 Birthday of Guru Nanek <b>19</b>	<b>20</b>	<b>21</b>
<b>22</b>	<b>23</b>	 Martyrdom of Guru Tegh Bahadur <b>24</b>	<b>25</b>	 Day of the Covenant <b>26</b>	<b>27</b>	<b>28</b>
<b>29</b>	<b>30</b>					

# NOVEMBER

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GLOUCESTERSHIRE.



# COVID REPORT

*Helen Jacobs, an artist from Royal West of England Academy, is working with service users and staff to record stories that reflect their experience of the pandemic. These stories will be collected into a booklet, a tangible record of very personal experiences for future generations to remember this time.*



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	Christmas Eve 24	† Christmas Day 25	Boxing Day 26
Public Holiday 27	Public Holiday 28	29	30	New Year's Eve 31		

# DECEMBER

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.

# FINANCIAL SUMMARY

Statement of Financial Activities  
(including income and expenditure account)  
for Period ended 31<sup>st</sup> March 2020

	Unrestricted funds	Restricted funds	2020 Total funds	2019 Total funds
	£	£	£	£
Income and endowments				
Donations and legacies	–	75,541	75,541	81,876
Charitable activities	640,284	–	640,284	603,558
Investment income	339	–	339*	228
<b>Total income</b>	<b>640,623</b>	<b>75,541</b>	<b>716,164</b>	<b>685,662</b>
Expenditure				
Expenditure on raising funds:				
Costs of raising donations and legacies	12,653	57,361	70,014	54,382
Expenditure on charitable activities	636,792	28,612	665,404	618,302
<b>Total expenditure</b>	<b>649,445</b>	<b>85,973</b>	<b>735,418</b>	<b>672,684</b>
<b>Net income and net movement in funds</b>	<b>(8,822)</b>	<b>(10,432)</b>	<b>(19,254)</b>	<b>12,978</b>
Reconciliation of funds				
Total funds brought forward	<b>218,397</b>	<b>27,348</b>	<b>245,745</b>	<b>232,767</b>
<b>Total funds carried forward</b>	<b>209,575</b>	<b>16,916</b>	<b>226,491</b>	<b>245,745</b>



**AUDITORS:**  
Roberts & Co.  
Chartered Accountants

**BANK DETAILS:**  
Bristol City Office (A) Branch  
PO Box 238  
32 Corn Street  
Bristol  
BS99 7UG

**This statement of financial activities includes all gains and losses recognised in the year.**  
All income and expenditure derive from continuing activities.

# Statement of Financial Position

31<sup>st</sup> March 2020

	2020	2019
	£	£
<b>Fixed assets</b>		
Tangible fixed assets	4,058	4,154
<b>Current assets</b>		
Debtors	8,349	37,696
Cash at bank and in hand	269,495	244,725
	<u>277,844</u>	<u>282,421</u>
<b>Creditors: amounts falling due within one year</b>	55,411	40,830
<b>Net current assets</b>	222,433	241,591
<b>Total assets less current liabilities</b>	<b>226,491</b>	<b>245,745</b>
<b>Funds of the charity</b>		
Restricted funds	16,916	27,348
Unrestricted funds	209,575	218,397
<b>Total charity funds</b>	<b>226,491</b>	<b>245,745</b>

## Statement by the Trustees

These accounts are a summary of information extracted from Dhek Bhal's financial statements, which were approved by the Trustees on the 4<sup>th</sup> of December 2020. This summarised account may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full accounts, the Auditors Report on these accounts and the Trustees Annual Report should be consulted. Copies of these can be obtained from Dhek Bhal on request.



*Our Treasurer*



*A Trustee development day*







## DHEK BHAL

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Bristol

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